**FIG. 1**

Title: Systems and Methods for Providing Dedicated Help Services...

App. No.: 09/997,834

Inventor: Bruce A. Makinen

Replacement Sheet

200

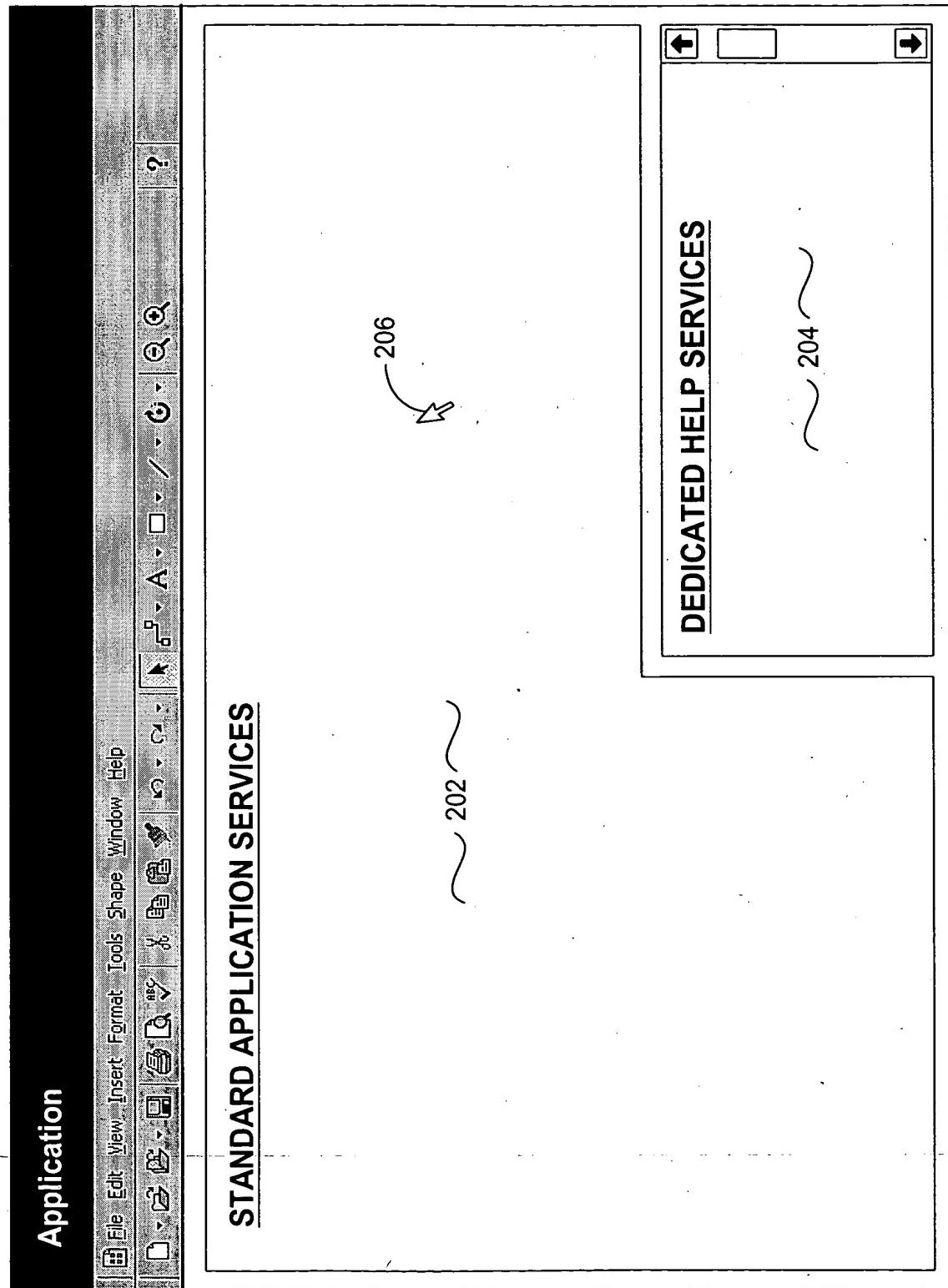
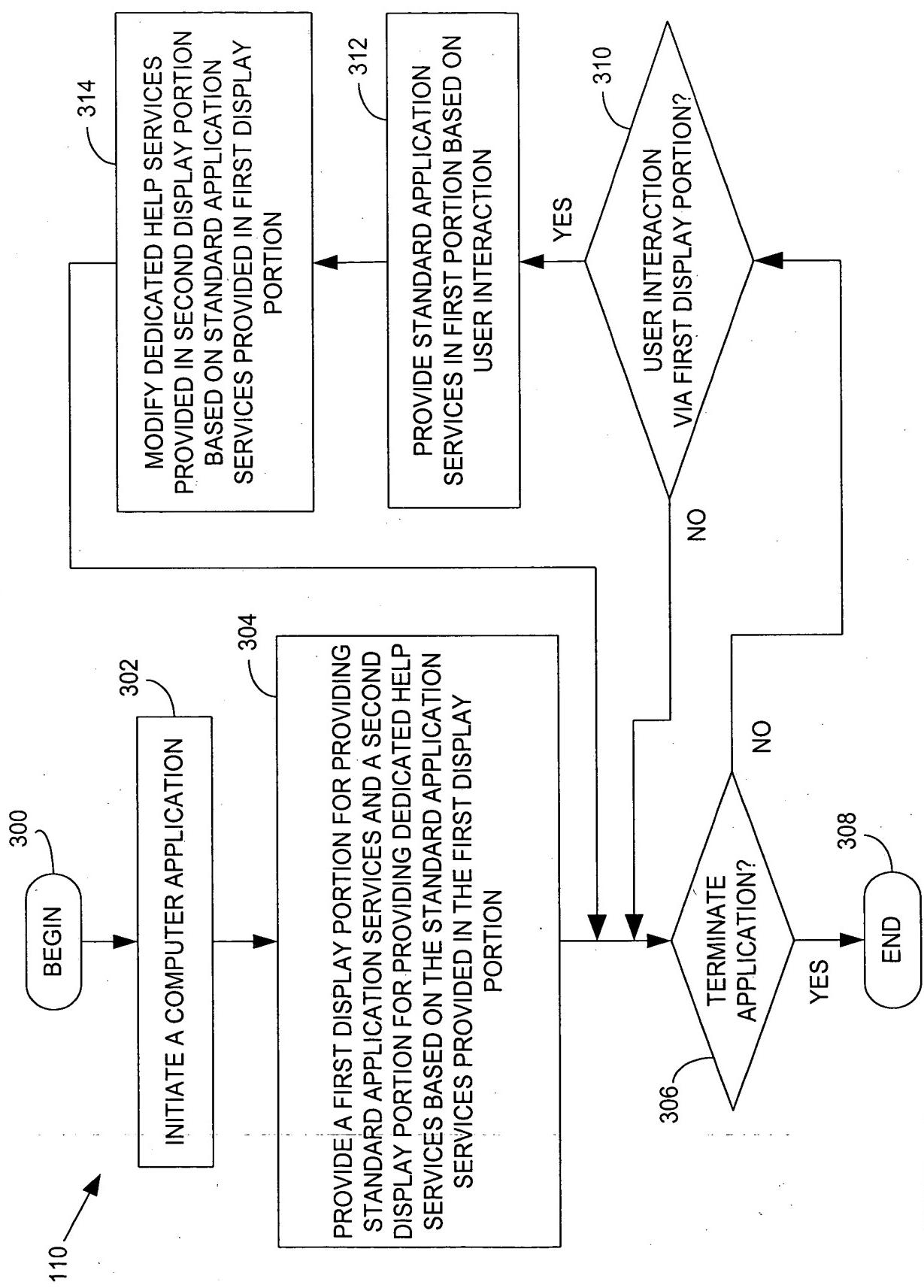


FIG. 2

**FIG. 3**

Replacement Sheet

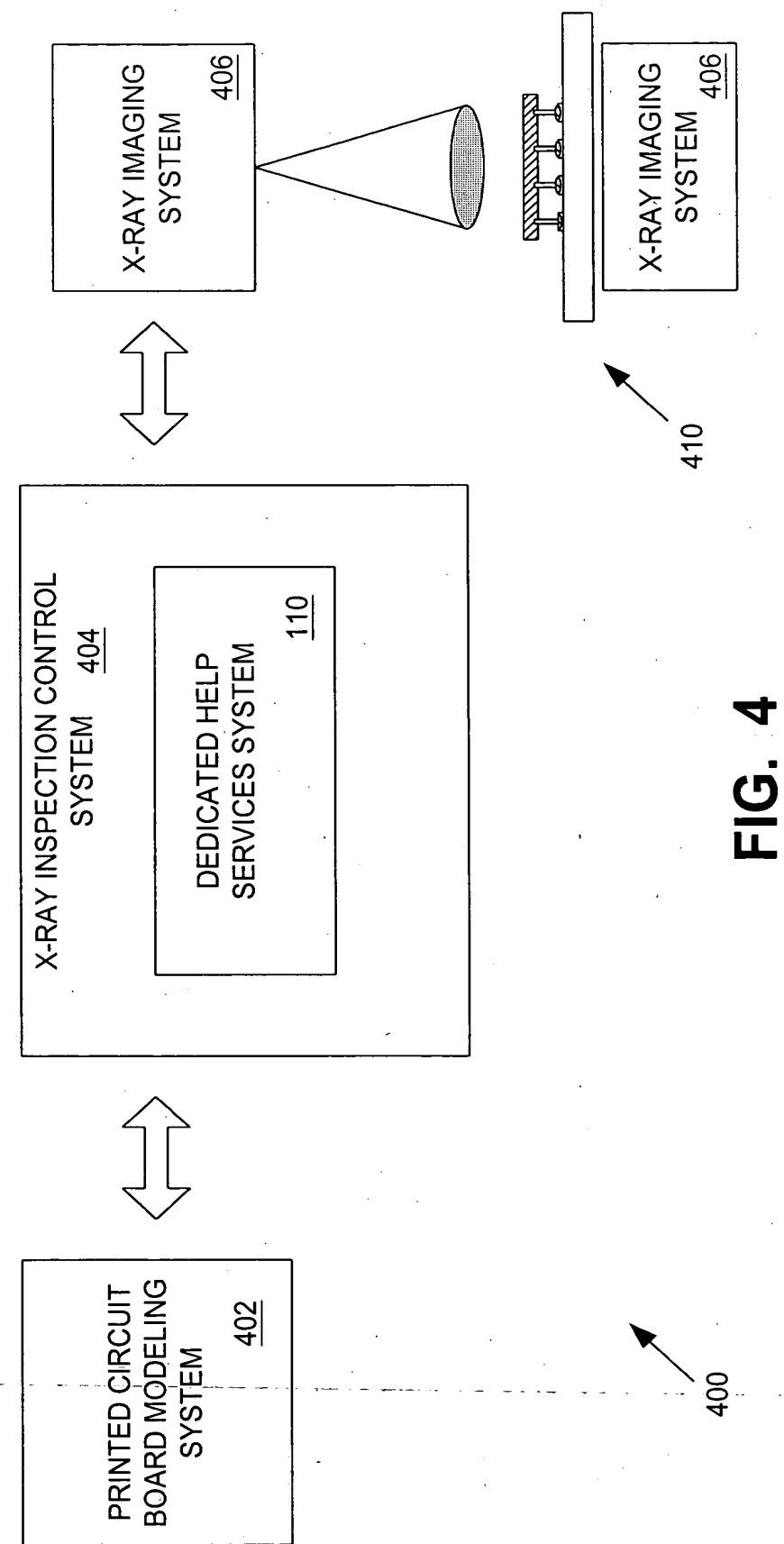


FIG. 4

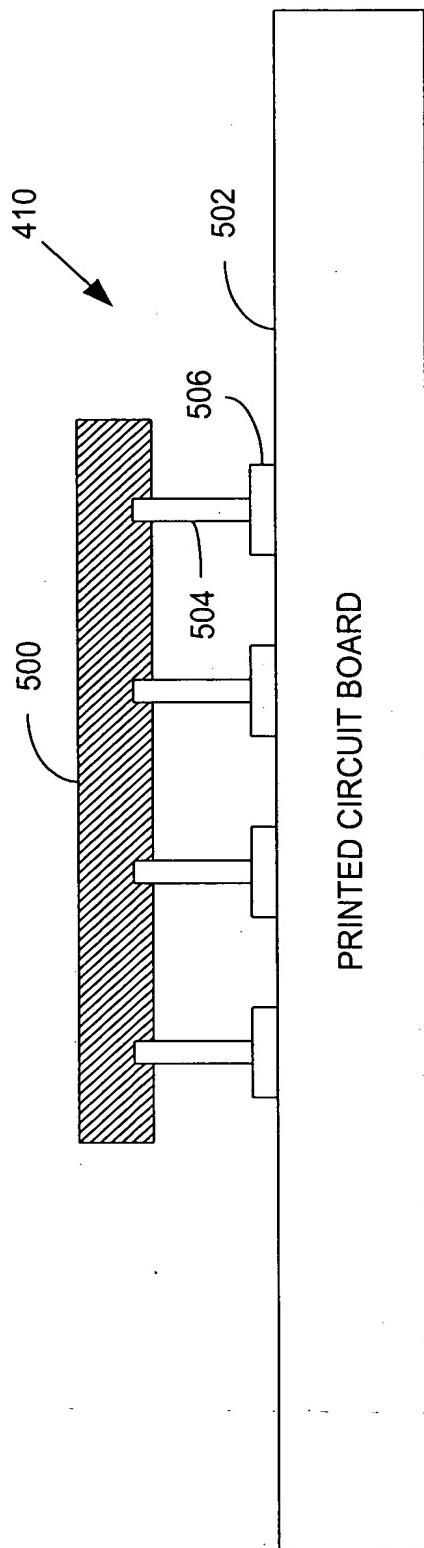


FIG. 5

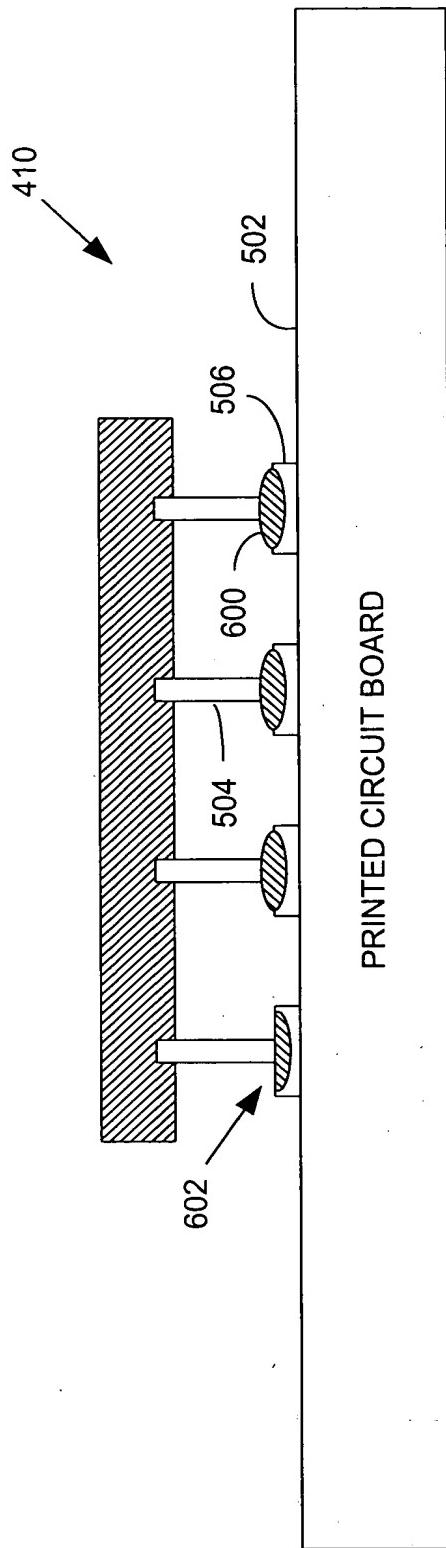
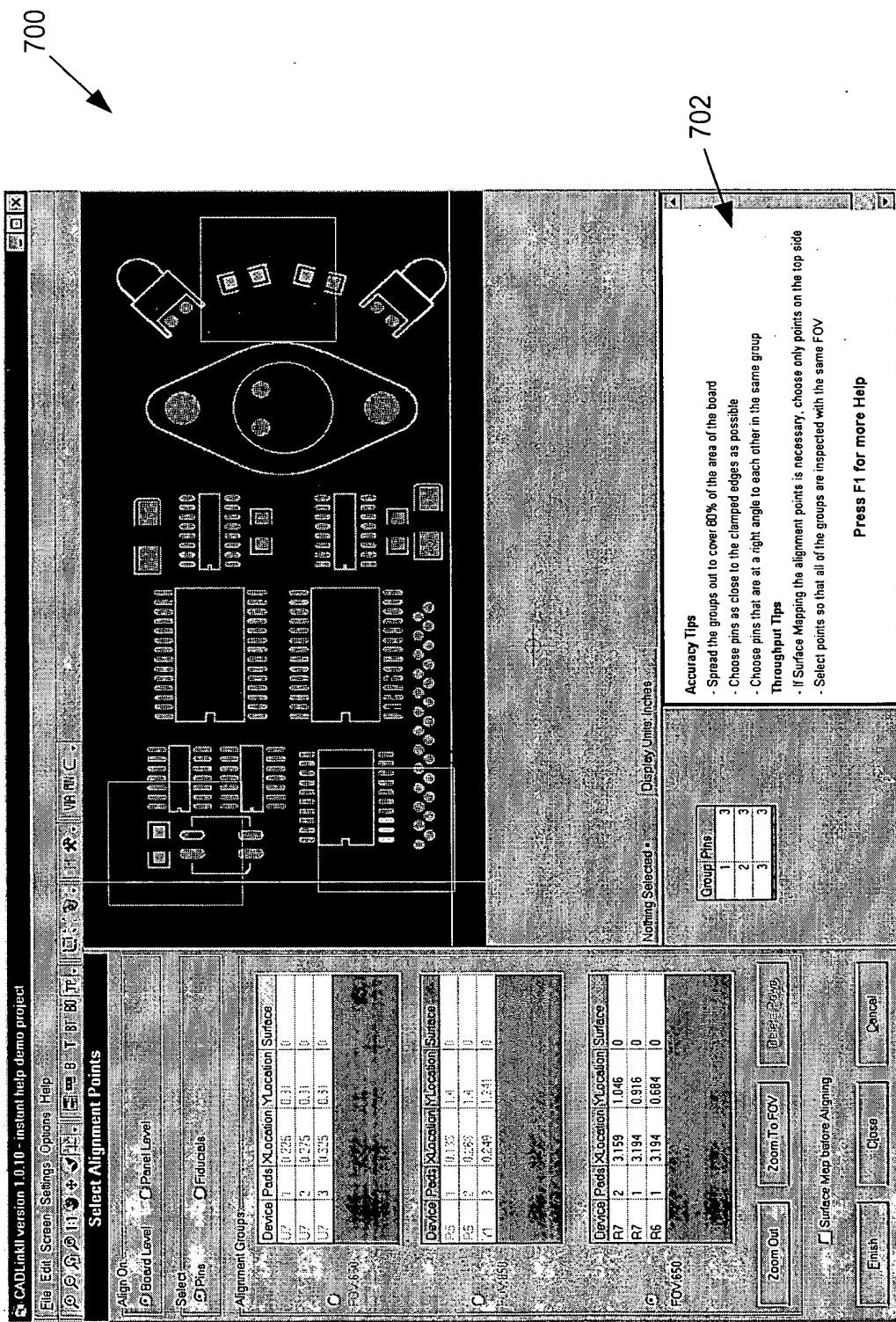


FIG. 6

BEST AVAILABLE COPY**FIG. 7**